

TNiyah Nero

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PROFESSIONAL EXPERIENCE

NORTH ITALIA

Dallas, TX

Server

February 2024-Present

- Delivered excellent service in a high-end, fast-paced dining environment, maintaining extensive knowledge of food, wine, and cocktail menus.
- Upsell high-margin menu items such as reserved wine bottles, cocktails and entrees, contributing to increased revenue for the restaurant.
- Effectively manage multiple tables, balancing guest needs and time management.
- Resolve customer complaints with professionalism, maintaining a calm and positive atmosphere.
- Train and mentor new servers, ensuring they understand restaurant standards and customer service expectations.

PAPPADEAUX SEAFOOD KITCHEN

Dallas, TX

Server

MAY 2021- January 2024

- Provided attentive and personalized service to guests in a casual fine dining environment, ensuring an exceptional dining experience.
- Carried large trays with food for 2-6 guests at one time
- Maintained a clean and organized section, including resetting tables and preparing dining areas for new guests.
- Assisted in leading large parties and events, coordinating with team members to provide seamless service.
- Consistently earned positive customer feedback, resulting in repeat guests and high satisfaction scores.

ADDITIONAL INFORMATION

- Certifications: Food Handlers, Texas Alcoholic Beverage Commission